

# ATS PASSENGER RULES

- 1) Drivers are not permitted to go into residences, nursing homes, grocery stores, or any pick-up or drop-off destinations. They will assist passengers with inaccessible doors but may not go beyond the entrance. Drivers are not permitted to lose sight of their vehicles when unattended.
- 2) Drivers are to provide reasonable assistance to passengers when boarding, are lifting, and securing mobility aides if an ADA passenger needs additional assistance, the passenger may plan for a personal care assistant who will ride at no charge.
- 3) When boarding wheelchairs/scooters, we prefer that passenger back onto the lift.
- 4) **All passengers are required to wear seat belts & lap belts. Wheelchairs and scooters are required to have a 4point tie down. All mobility devices used by passengers must be secured before the bus is in motion.**
- 5) Passengers must pay the fare to ride the system at the time they board. Exact fare is required. The driver carries no cash, and no cash will be issued for change.
- 6) The bus may leave after five (5) minutes after the scheduled arrival time.
- 7) Passengers are responsible for getting their packages from the vehicle to their home or building. Passengers are allowed to carry on only as many bags, items, that they can safely carry on the vehicle on their own in a single trip, 4 (bags). Items must not be stored in the aisle of the vehicle and cannot block any windows.
- 8) Passengers may not use the vehicle to transport large or heavy items. A passenger may carry on only as much weight or volume as he/she or a personal assistant can carry (4 bags). The passenger or personal care assistant must maintain control of personal items while on the vehicle. ATS does not allow gas cans, propane tanks, car batteries or other flammable items to be transported on the vehicle. The largest and heaviest item allowed on a ATS vehicle is a case of water (24 pk.).
- 9) Passengers utilizing mobility aids may not have more hanging from the mobility aid to where it impairs the driver from properly attaching securement devices: or blocks the access of any aisle of the vehicle to other passengers.
- 10) ATS will permit service animals, such as, but not necessarily limited to, service dogs, that have been individually trained to work or perform tasks to accompany persons with disabilities in vehicles and facilities. The service animal must remain under the control of the rider and not present an immediate danger to the driver or other riders.
- 11) At no time shall an individual engage in violent, seriously disruptive, or illegal conduct, or represent a direct threat to the health or safety of others. Police will be contacted and the passenger will be escorted from the bus.
- 12) Eating, drinking, smoking (including vapes, e-cigarette, alcohol, etc.), playing loud music is not allowed on vehicles.
- 13) ATS drivers cannot be responsible for checking/signing people in or out of any facility.
- 14) ATS is not responsible for any lost or items left on the vehicle. If an item is left on the vehicle, it will be dropped off at the ATS facility. Drivers will not return to deliver items that are left on the vehicle. Please contact dispatch to inquire about any items lost or left behind.
- 15) ATS is not an ambulance service; we cannot transport ill or injured persons to the emergency room. If you need emergency service, dial **911**.
- 16) If you are not present at the pickup point, the driver will leave and you will have to contact dispatch to reschedule the ride.
- 17) ATS may temporarily suspend services due extreme weather or hazardous conditions. ATS will share this information on a recorded message on our phone system, notification to local news and radio channels, social media platforms, etc.
- 18) ATS will not transport individuals who cannot be transported safely.

ATS, SWIC, AND THE ST. CLAIR COUNTY TRANSIT DISTRICT RESERVES THE RIGHT TO CHANGE THESE RULES AS NECESSARY TO COMPLY WITH CITY, STATE AND FEDERAL LAWS.